

## Returns and Credits

GR Mitchell does allow the return of stock merchandise. Certain conditions apply and are listed below:

- Material will be accepted for return up to 60 days from the invoice date
- A receipt, invoice number, or other documented proof of purchase is necessary for the material being returned
- All returns must be clean, suitable for resale (No cuts, nail holes, mold, mud or other similar damage), and are subject to inspection prior to credit being issued
- Talled product being returned for credit in random length fashion must reflect tally lengths shown on the original order
- Non-stock “special order” items may only be returned if the manufacturer also agrees to accept the returned product. Manufacturer restock fees will be applied to credit in addition to any applicable GR Mitchell fees
- Stocked product brought back to GR Mitchell by the customer will have no restock fee applied, see below for fees applied to returns transported from jobsite by GR Mitchell

<b>Returns Picked Up on a GR Mitchell Truck FEE SCHEDULE</b>	
Requests for pickup must be <b>accompanied by photos of the material</b> and a description of its location at the jobsite. Lumber return requests should be sent with an estimated or tallied list and material should be neatly staged on dunnage to minimize restock fees.	
0%	Product that was mis-ordered by GR Mitchell, built incorrectly by the manufacturer, or damaged prior to delivery to the customer.
5%	Material is staged, stacked on dunnage, and free from damage. The area is easily reached by a Moffett for loading. To be picked up at GR Mitchell’s earliest convenience by the 5 <sup>th</sup> full business day after the request is made or the restock fee is waived.
10%	Material is staged, stacked on dunnage, and free from damage. The area is easily reached by a Moffett for loading. The return needs picked up urgently and a truck must be sent exclusively for the returned materials. Will be picked up on agreed-upon date prior to the 5-day limit.
15%	Material is staged neatly, but requires extra work to access. The driver must hand stack material, clean up messes, or make difficult maneuvers to access material. To be picked up at GR Mitchell’s earliest convenience by the 5 <sup>th</sup> full business day after the request is made or the restock fee is waived.
20%	Material is staged neatly, but requires extra work to access. The driver must hand stack material, clean up messes, or make difficult maneuvers to access material. The return needs picked up urgently and a truck must be sent exclusively for returned materials. Will be picked up on agreed-upon date prior to the 5-day limit.
<b>Additional Restock Fees</b>	
\$60	An additional \$60 delivery charge will be deducted from any return credit in which pick up attempts fail because material is not accessible or is not staged. This is in addition to any appropriate restock fee from above.
Step Charge	A step charge will be applied to any credited material that our driver must hand load and carry up or down a set of stairs.